



SC-PAY GRADE 14

EMERGENCY COMMUNICATIONS SPECIALIST III

DUTIES AND FEATURES OF THE CLASS:

The incumbent in this position receives and processes emergency and non-emergency calls received through the 911 System. The duties involve coordinating and dispatching fire, rescue and emergency medical units to all resident and non-resident citizens in and around Sussex County.

EXAMPLES OF WORK:

Receives calls from the public and accurately assesses and assigns requests for fire, Emergency Medical Services (EMS) and other allied public safety resources; dispatches appropriate response agency and equipment to public safety incidents; provides communication coordination of public safety resources; provides accurate and timely utilization of computer-aided dispatch system for call taking, location verification, resource dispatching and coordinating public safety incidents; relays accurate recording of information on a variety of forms, logs, and computer screens as dictated by operational policies and procedures; assumes supervision of shift in absence of a supervisor; assists with training, continuing education, and professional development of personnel on shift; assists in the training of Emergency Communications trainees; represents department at meetings and other extracurricular activities; performs related work as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of public safety operations, policies and procedures; considerable knowledge of computer-aided dispatch system; considerable knowledge of the geographic area, streets, rural roads and highway system of the County; extensive knowledge of Federal and State regulations governing radio transmissions; alertness and skill in detecting the scope and magnitude of an emergency; ability to follow instructions and communicate effectively; regular and timely attendance; ability to perform tactfully and proficiently under stress; ability to perform all continuing education requirements and meet all accreditation levels of emergency dispatch; ability to establish and maintain effective working relationships with representatives from other agencies, staff, department heads and the general public.

QUALIFICATIONS:

Minimum High School diploma or GED; minimum of three (3) years' experience in a related field; must possess the following certifications: Emergency Medical Dispatcher, Emergency Fire Dispatcher, Emergency Police Dispatcher, Cardiopulmonary Resuscitation and Automated External Defibrillation; must work a rotating 12-hour shift, seven (7) days a week, as assigned; must be available on-call 24 hours for emergency assignments; must be available to work Callboard Operations and able to respond when needed for deployment of Mobile Command Unit; excellent verbal and written communication skills; proficient in Microsoft Office (Outlook, Word, Excel); supervisory experience preferred.

ADDITIONAL REQUIREMENTS:

- Direct Deposit Required
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- Possession of a valid driver's license

9/2019